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4th Annual Special Issue on Computerization & Technology

Unisource Improves Customer Service with Computerized Routing

10 Most Common Mistakes When Buying a Computer System

Computerized Price Books Seen as a Marketing Tool

Future Systems Demand Better Computer Training

PC Growth Triggers Surge in Laser Paper

What Makes the Software Bug Bite?

Software Controls Order's Timing

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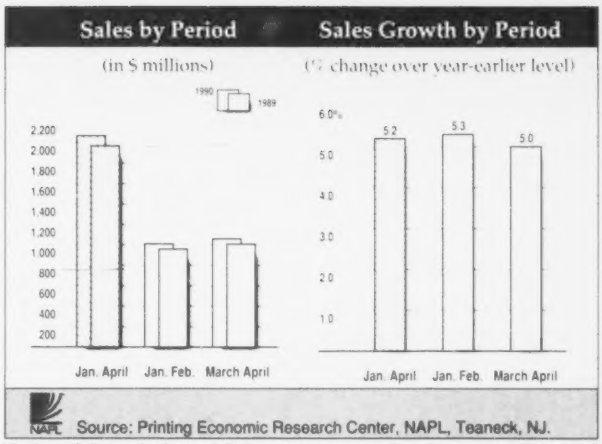
Printing Sales Stay Soft, Says NAPL

Sales growth slipped to 5% during the March-April period of 1990 from 5.3% during the previous two months for commercial printers participating in the Printing Economic Research Center's Printing Sales Index.

The increase over last year's January-April sales was a modest 5.2%. "The message in these data is that the soft printing market hasn't started to firm up yet," concluded Andrew Paparozzi, chief economist and director of the research center, a division of the National Association of Printers and Lithographers.



It's expected that commercial printing sales will increase by between 5% and 6.3% by year-end, a decline from last year's printing sales increase of 7.1%.

Recycled Wastepaper Usage to Hit 27M Tons by '94

Consumption of recycled wastepaper in the United States is projected to jump 5.7% per year through 1994 to more than 27 million tons, with 97% going into the production of new paper and paperboard stock.

That's one of the conclusions drawn by analyst Eric J. Mundy in "Paper Recycling," a new business research report produced by The Freedonia Group, Inc.

Production of new paper and board will increase less than 3% annually to 90 million tons in 1994. At that time, the wastepaper utilization rate will exceed 29%.

Wastepaper is gaining at the expense of wood pulp in all grades, said Mundy, due to an improving recovery rate, legislation encouraging recovery and enhanced consumer acceptance of recycled paper products.

The 105-page report, "Paper Recycling" (B189), is available for $1200 from The Freedonia Group, Cleveland, OH, at 216-921-6800.

Briefly Noted...

American Fiber-Velope Manufacturing Co., Collingdale, PA, has recently added 50,000 square feet of manufacturing and warehousing space to its Waukegan, IL, facility. Meanwhile, **Gummed Papers of America** has built an additional 5,000 square feet of corporate headquarters space in Chicago.....Four-year-old **Maytech Computer Systems** boasts that it has installed its Specialized Distribution Software package at 38 different companies in three years, with a total installed base of 77 locations throughout the U.S. and Canada....At its Cincinnati folding carton plant, **International Paper** has converted from petroleum based to soybean oil based inks for virtually 100% of its production.

Small Biz, Homes to Drive PC Market

The low end of the personal computer market is about to shift into high gear.

According to BIS CAP International, the market research firm based in Norwell, MA, new PC products and channels of distribution will be appealing to more and more of the "forgotten" users—firms with under 100 employees and people who work at home during the day or after regular working hours.

According to the company, total shipments of PCs are growing by only 7% annually and will approach the 13 million mark by 1995. But shipments to the small business/home office segment are growing almost twice as fast as total shipments—16% annually.

What's more, the number of PCs going into residences are growing even more rapidly. BIS CAP expects a 23% increase in placements between 1989 and 1990.

Dow To Build New Ethyleneamines Plant in Texas

The Dow Chemical Co., Midland, MI, will build a new, 60-million-pound ethyleneamines plant in Freeport, TX. With this added capacity, Dow reportedly will have the largest global nameplate capacity of all ethyleneamines producers.

The new facility will be located near the company's existing Freeport ethyleneamines plant and is scheduled to come on-line in mid-year 1992. It reportedly will utilize state-of-the-art ethylene dichloride-based (EDC) technology to produce a complete variety of ethyleneamine products.

Ethyleneamines are used as intermediate chemicals in a number of applications, including the manufacture of lubricating oil additives, chelants, epoxy curing agents/hardeners, polyamides, wet strength paper resins, surfactants and oil-field chemicals.

Stone Launches Paper Sack Plant in New England

Stone Container, Chicago, is opening a 30,000-ton capacity paper grocery sack plant in Waterbury, CT, said to be the first of its kind in New England.

The plant, located in an existing building which Stone is leasing, has four New Long high speed sack machines with auxiliary collating and bundling equipment. Production capabilities include single-wall and duplex sacks.

Prior to this announcement, the market was supplied solely by bag plants outside the region.

Plans called for the facility to be fully functional by mid-August.

Single Service Items Protect Public Health

Foodservice disposables also cut down on water and energy usage, facts that can help your customers make informed buying decisions.

Convincing some customers that foodservice disposables are beneficial, in light of the public debate over the solid waste management issue, can be a struggle at best. Most industry observers maintain that many customers react to environmental concerns—and those elements that reportedly contribute to the problem—on an emotional, rather than a rational, basis.

But managing solid waste encompasses a string of individual issues that are tied together. Most of these will take time to unravel and solve. As a result, cooler heads—those arguing with facts, instead of feelings—will prevail.

Most distributors of foodservice disposables are familiar with the efforts manufacturers are making to create a more environmentally friendly product. That fully halogenated chlorofluorocarbons have been removed from polystyrene foam foodservice packaging and that the quantity of materials used per item has been reduced are two accomplishments that are fairly well known.

fpi Foodservice & Packaging Institute, Inc.

But other arguments and statistics exist that can help pursuade customers to continue to use single service items. Some of these points were outlined in a presentation recently given by the Foodservice & Packaging Institute to the Source Reduction Council of the Coalition of Northeastern Governors. Excerpts of that address follow below.
—Editor.

Now more than ever disposables play an important role in protecting public health. A recent study of disposables and reusables in Fairfax County, VA, [bears this out.] The study, the third conducted in the past 13 years, compared paper and plastic cups, plates and flatware with reusable items in the same establishments. Single service items were found to be significantly more sanitary.

The utensil samples in 21 foodservice operations revealed an average bacteria load of 410 colonies per utensil on reusables as opposed to only two colonies per item on disposables. The public health standard is 100 colonies or less per utensil surface.

The disposables were also found to be free of any disease-causing bacteria, whereas the reusables had an average count of 2.2 colonies per utensil of E. coli, an indicator of the presence of pathogenic organisms.

Bacteria counts were so high on some permanentware items (ranging from 46,000 to 71,000 on some flatware, glasses and plates) that they had to be characterized as "too numerous to count" and so could not be included in the final tally.

In addition, an inspection of the dishwashing facilities in the survey establishments revealed that 47% of the dishwashers were in disrepair or not functioning properly.

The survey included 13 restaurants, two hospitals, two nursing homes, two motels, a children's day care center and a secondary school. The Fairfax findings are consistent with the results of two earlier studies conducted in Syracuse, NY, in 1976 and in Ann Arbor, MI, in 1983.

Attitudes of Public Health Officials

A 1989 study revealed that public health officials view sanitation and health protection qualities to be the most important benefits of single service products. The survey of chief food protection regulators in 50 states and 50 major cities [showed] that 99% view foodservice disposables as contributing to proper sanitation levels in public foodservice operations.

The study also showed that the vast majority (76%) of these officials view disease prevention and sanitation to be the most important benefit of using single service products. Although the majority see solid waste and litter to be disposables' greatest disadvantage, 56% see the benefit as greater than the [drawback].

Three out of four of those surveyed believe that sanitation levels would probably or definitely decrease if disposables were significantly curtailed or eliminated.

Water Usage

Industrial dishwashers consume enormous amounts of water and energy. For example, a large conveyor-type dishwasher may use up to 500 gallons per hour. It is common for restaurants and institutions serving 500 customers per day and open for all meals to run dishwashers 10 or more hours. This is a particular problem during water shortages.

It is conservatively estimated that one extra gallon of water per customer would be used if restaurants were to convert from disposables to reusableware. This is based on the assumption that each restaurant customer uses 7-10 pieces of reusableware (3-4 dishes/saucers, 3-4 pieces of flatware, 1-2 glasses/mugs) plus a portion of other items (trays, servingware, etc.). For an average fast food restaurant with 50% takeout of a $450,000 annual sales volume, this would mean using at least 200 extra gallons of water each day.

In addition, dishwashing machines may be run at less than capacity due to varying demands during and between meals and because of employee practices. At peak efficiency, one gallon of water is needed

Continued on page 44

Comparison of Mean *E. Coli* Counts for Disposables & Reusable Foodservice Items from Three Studies (Colonies per Utensil)

	Disposables			Reusables		
Organisms	1989 Study	1983 Study	1976 Study	1989 Study	1983 Study	1976 Study
E Coli	0.0	0.0	0.2	2.2	0.0	0.8

E. Coli - an indicator of possible presence of enteric pathogens.

Comparison of Mean Bacteria Counts for Disposables & Reusable Foodservice Items from Three Studies (Colonies per Utensil)

	Disposables			Reusables		
Organisms	1989 Study	1983 Study	1976 Study	1989 Study	1983 Study	1976 Study
Total Bacteria Count	2.0	6.8	17.6	409.8	231.5	274.9

Accepted standard for bacteria on eating utensils (established by National Research Council) = Less than 100 colonies per utensil

to wash 10 glasses or five plates, or, as mentioned, utensils used by one customer. In reality, far more water may be required.

According to Technomic, Inc., a consultant to the foodservice industry, sanitarians report that a common problem with dishwashers is improperly cleaned tableware. Dishwasher operators are then required to rewash as much as 50% of their ware. Such real-life occurrences increase the extra water needs of switching to reusables to more than 200 extra gallons per day.

Energy Usage

Dishwashers are one of the most energy intensive pieces of equipment used by restaurants, according to figures developed by the National Restaurant Association. The NRA estimates that dishwashers account for 13% of a restaurant's total energy consumption. A two-tank conveyor-type dishwasher uses 92,000 BTUs per hour, more than a 110 lb. floor model fryer (66,000 BTUs per hour) or a two-deck oven (49,000 BTUs per hour). This is the equivalent of burning 4.40 lbs. of residual fuel oil and 9.6 lbs. of Wyoming coal, two common fuels, or 1.6% of a barrel of crude oil.

Low temperature dishwashers are more energy-efficient because they use water heated to 120-140 degrees Farenheit for all cycles. Sterilization is achieved not through heat but by the addition of a chlorine compound in the rinse. While low temperature dishwashers use less energy, the environmental benefits are offset by the discharge of the chlorine compound into the water system.

Detergents and Rinse Aids

Dishwashers use rinse aids, detergents and sanitizers, which are discharged into the wastewater system. Many Northeastern cities, such as New York City, already have overburdened wastewater treatment systems, resulting in debris floating up on local beaches. Requiring dishwashers for in-house dining would simply further strain the systems.

While the papermaking process requires a great deal of water, paper manufacturing facilities are usually located in areas where water is plentiful. Water used to make paper is carefully treated before it is put back into the rivers and streams. An industry goal is to return water to rivers and streams more pristine than its original condition.

The manufacture of plastic products, including plastic foam, requires very little water.

Other Environmental Impacts

Many restaurants that use disposables, especially quick service operations, may have inadequate space for a dishwasher necessary for their traffic. If legislation or consumer pressure require that reusables be used, these foodservice operations would have to undertake reconstruction to accommodate a high efficiency dishwasher and other supporting equipment, such as heated dish carts, racks, and bussing boxes. Extra space has an environmental cost: energy needed to heat, cool and ventilate the space, as well as the usage of land that might be put to more socially beneficial use.■

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